## *ABSTRACT*

### *IMPLEMENTATION OF SIMYANDU-PPTSP POLICY (A Case Study in Making Izin Tempat Usaha (ITU) at Kantor Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Garut)*

*The solid implementation of information network in central government and regional government has became an important prerequisite to reach good governance in order to improve transparency, accountability, and society participation. One of government activity that could improve public services and efficiency of regional autonomy realization is an improvement of high technology public services. The concrete form of service improvement is the implementation* of *Simyandu-PPTSP policy in making ITU as a part of e-Government application, so the society will be easier to do licensing process.*

*Theory that had been used in this research was implementation theory from George Edward III. Based on Edward III, implementation is the acts which is done by an individual, official, government or private group that have been directed to reach the aim in policy decision. The theory explains four factors which are related to implementation success, that are (1) communication, (2) sources , (3) attitude, and (4) a good structure of bureaucracy.*

*Method that had been used in this research was descriptive qualitative. The technique that had been use to determine the informant was purposive. The techniques of data collection were observation, literature study, and interview. The technique of data analysis was descriptive qualitative, including data collection, data display, and making decision and verification.*

*The result of research showed that implementation of Simyandu-PPTSP policy in making ITU by apparatus of PPTSP office in Garut Regency had been run effectively, it could be seen from the high rate of society which was using Simyandu-PPTSP applications. The sources of PPTSP office in Garut Regency is good enough in supporting that policy. The attitude of PPTSP office apparatus in Garut Regency reflect good quality attitude, although there still some weaknesses such as discipline standard which is should be improved. The other result showed that the bureaucracy structure in apparatus of PPTSP office in Garut Regency had been run optimally, it could be seen from Standart Operating Procedures (SOP) and good responsibility from apparatus of PPTSP office in Garut Regency in providing a good service for society.*